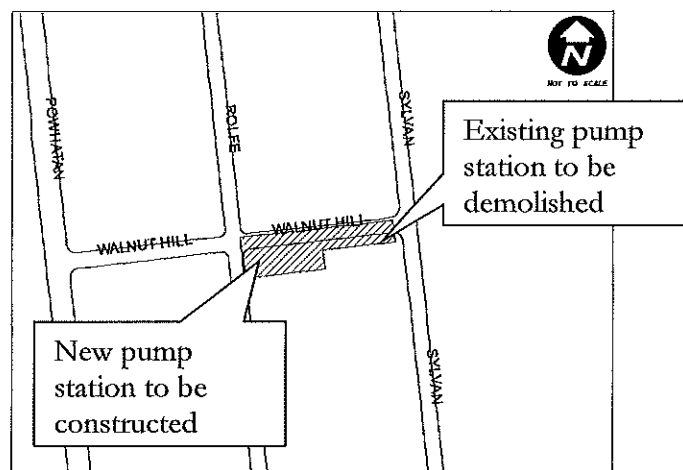


February 1, 2013

Wastewater Pump Station Replacement
Planned in Larchmont

Dear Valued Customer,

The City of Norfolk's Department of Utilities is planning a project to demolish the existing wastewater pump station located at the southwest corner of Walnut Hill and Sylvan Streets and replace it with a new pump station on the southeast corner of Rolfe Avenue and Walnut Hill Street. The project will also include replacement of the sanitary sewer pipe under the block of Walnut Hill between the two pump stations. After the pipe is replaced, that block will be resurfaced from curb to curb.

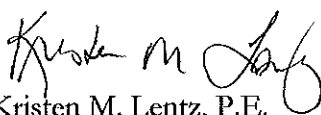


The City's consultant, O'Brien and Gere has been hired to complete survey and design for this project. Over the next three months, their survey crews may need to access the exterior of your property in order to identify property boundaries, easements and surface features. **At no time will the surveyors request to enter your home.**

The project is currently in the design phase and construction has not been scheduled. We will provide you with updates and information before construction begins.

We look forward to completing this project, which will enhance your sewer services for many years to come. If at any time you have questions or concerns, please do not hesitate to contact the project manager, Leticia Quejada, at 664-6768.

Sincerely,


Kristen M. Lentz, P.E.
Director of Utilities